VICTORIA
State
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Services

Local Government Area user guide

Create and share an extract of a digital birth certificate

Birth, Deaths & Marriages Registration Act 1996
Service Victoria Act 2018
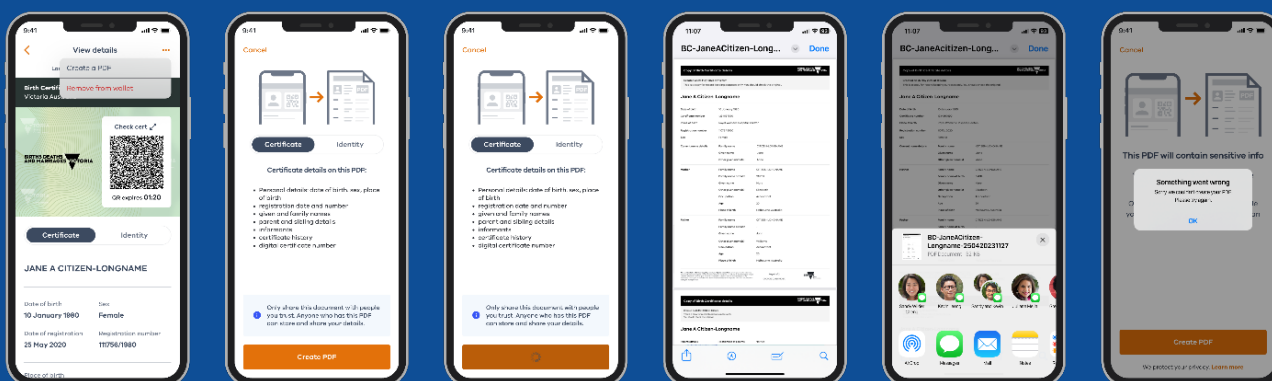
Before you start

- [ ] You **must** have a Service Victoria account to add a digital birth certificate on behalf of your child.

- [ ] You **must** be logged in to create and share an extract of your child's digital birth certificate.

- [ ] Your names, and other birth certificate information **must** match the child's paper birth certificate to add, create and share an extract of a digital birth certificate.

- [ ] You **must** verify your online identity to a 'level of assurance 2' as outlined by the Service Victoria Identity Verification standards (two online ID documents) to add a digital birth certificate.

- [ ] The digital birth certificate **must** be added to create the PDF. The PDF is an extract of the digital birth certificate information. The digital birth certificate on your device is a legal document with the digital seal and registrar digital signature.

- [ ] You must be connected to an internet network to create a PDF extract of the digital birth certificate.

Creating an extract of the digital birth certificate

Step 1

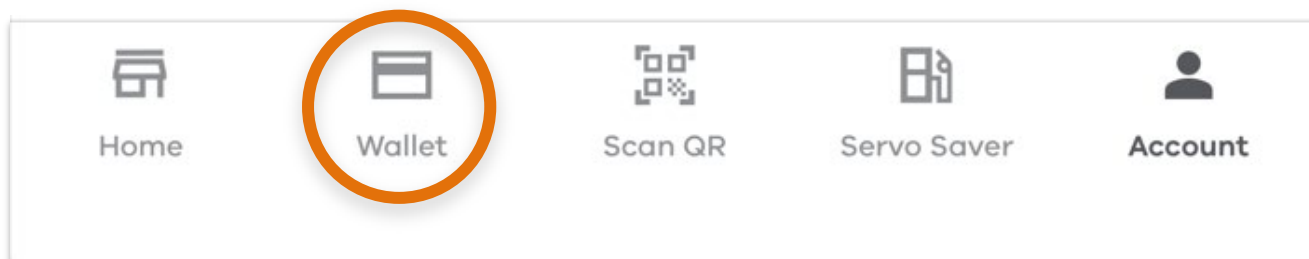Navigate to the Service Victoria mobile app wallet.

Step 2
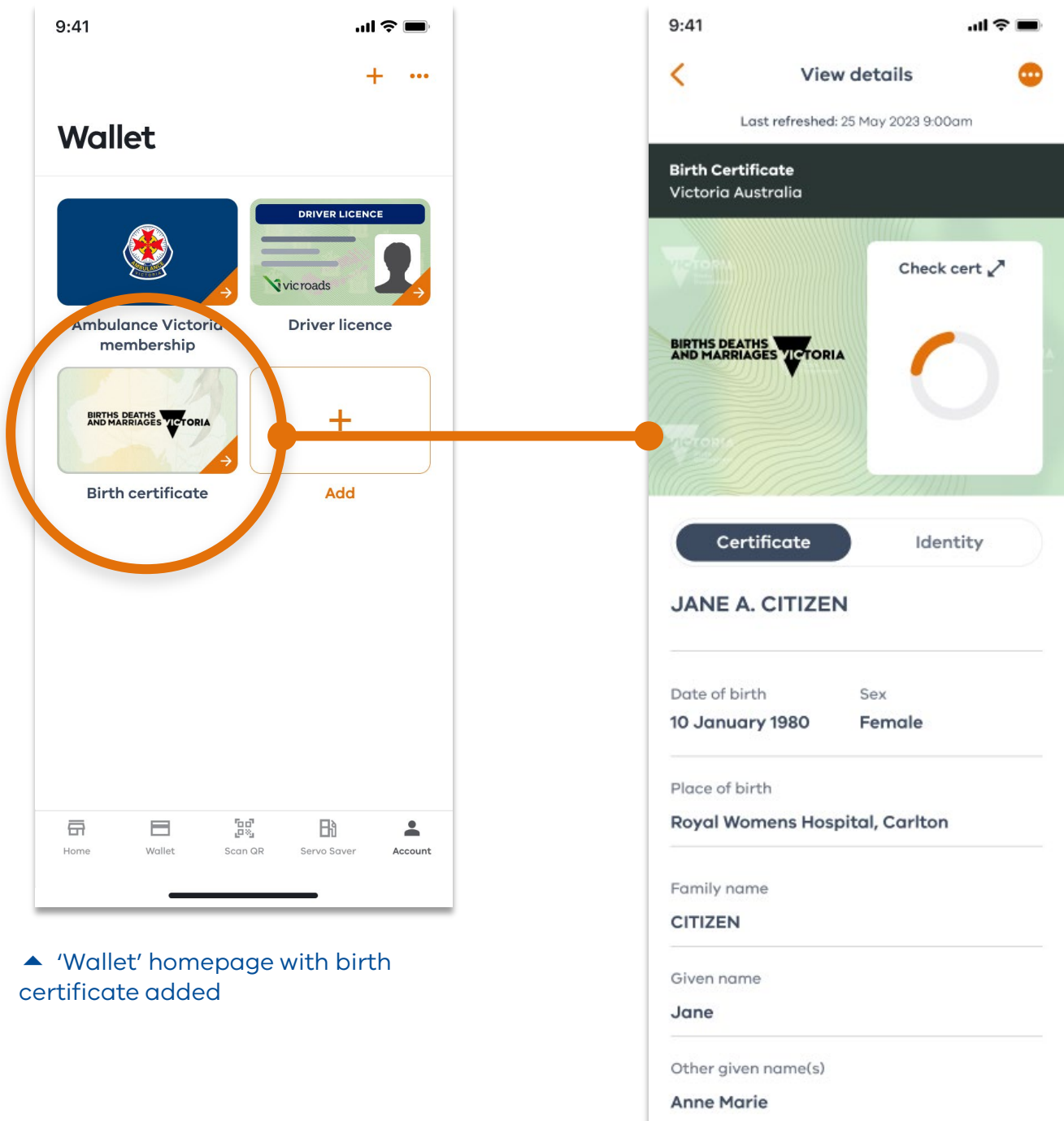
Open the mobile app (home screen).

Step 3

Navigate to the app home screen **bottom navigation menu.**

Step 4

Tap **'Wallet'**

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Navigate to your wallet home screen which shows the digital credentials you have added. Tap the '**Birth certificate**' icon.

▲ 'Wallet' homepage with birth certificate added

▲ Child digital birth certificate

The digital birth certificate token in wallet

If you tap 'Certificate', the digital birth certificate will display the child's birth certificate information:

Certificate	Identity

Certificate	Identity

If you tap the '**Certificate**' button/toggle, the digital birth certificate will display the child's birth certificate information:

- Births, Deaths and Marriages logo
- QR code (which when tapped to scan – to verify via the Service Victoria mobile app – is verifiable for two minutes, before the customer must **'tap to refresh'.**
- Child's certificate name
- Child's date of birth
- Sex
- Date of birth registration
- Birth registration number
- Place of birth
- Child details
- Parent details
- Registration details
- Informants (99% Parental information)
- Certificate history (if applicable)
- Digital certificate number (newly generated DBC number – different from paper certificate number).
- Registrar digital seal and signature – John Batho, Registrar).

If you tap the '**Identity**' button/toggle, it will display the following child information:

- Child's certificate name
- Child date of birth
- Birth Registration number

The information displayed under the Certificate and Identity toggle   can be used to enrol a child in kindergarten. To display less information when enrolling (recommended to keep information like parent details and place of birth private) use the identity toggle.

How to create the PDF extract of the digital birth certificate

Step 5

Navigate to the top right hand menu icon in your digital birth certificate and tap the orange ellipse icon.
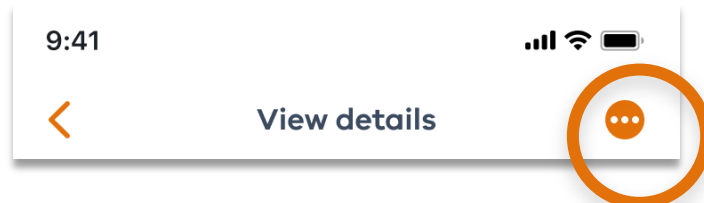
See example: you will be presented with the following options. Tap **'Create a PDF',** it will redirect you to a share summary screen.
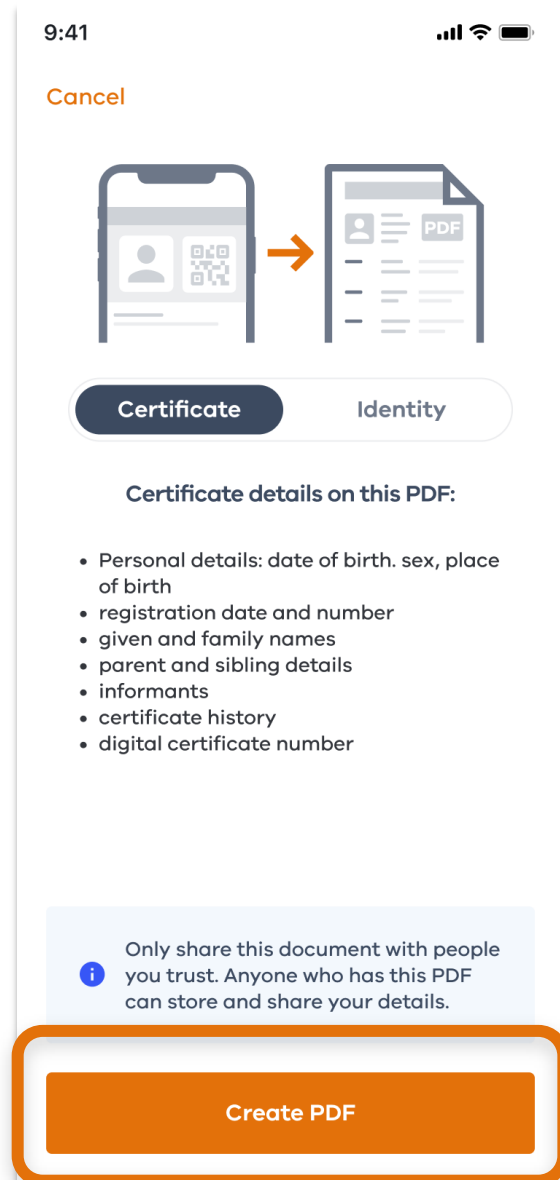
Step 6

Share summary screen

(certificate information selection example)

This page shows you what will be in the digital birth certificate PDF. **Please note:** the PDF will not include the certificate number and birth registration number for security and privacy.

The summary screen also displays the '**Create PDF'** button. A timer will display while the PDF is created.

9:41

Cancel

| Certificate | Identity |

Certificate details on this PDF:

- Personal details: date of birth. sex, place of birth
- registration date and number
- given and family names
- parent and sibling details
- informants
- certificate history
- digital certificate number

Only share this document with people you trust. Anyone who has this PDF can store and share your details.
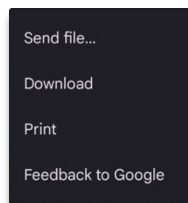
Create PDF

Your PDF is now ready to share

The PDF has been created and is displayed as a preview of your device's PDF viewer browser.
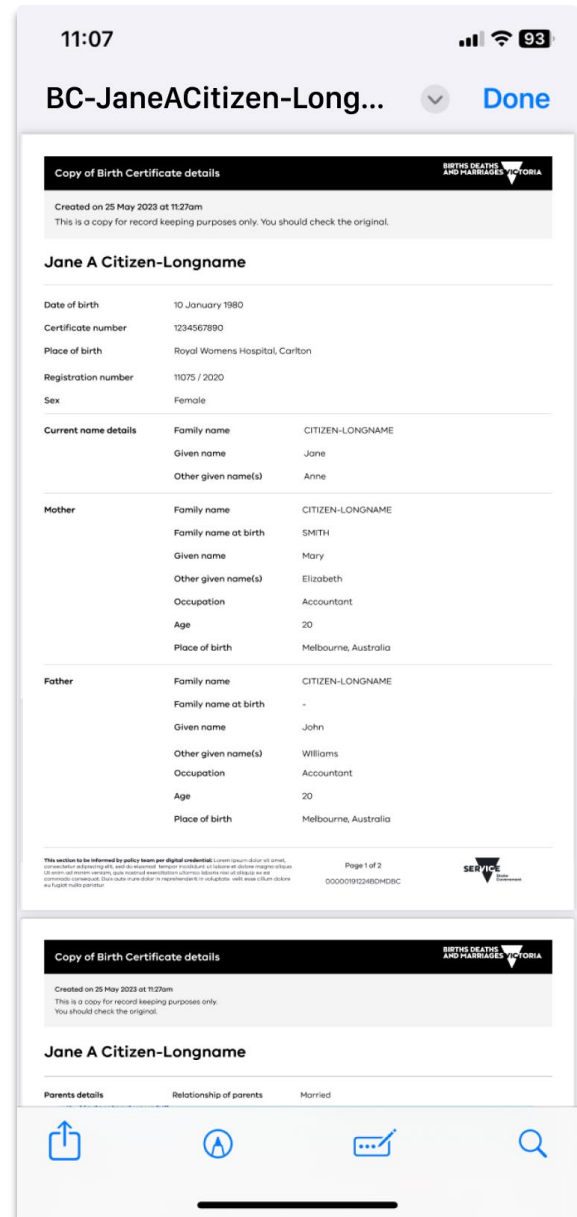
Tap on the '**share**' icon (examples below based on what type of device you are using):


▲ iOS example

▲ Android example

Step 8

Your PDF is now ready to share

You can now share this PDF via the following channels:

- Message
- AirDrop (iOS)
- Drive (Android)

At the point of PDF creation to this step, the PDF document is generated and displayed on the mobile device.

You can tap **'Mail'** > and this will generate your default e-mail client (e.g., Gmail for iOS/Android) and it will populate the PDF as an attachment in a draft e-mail - for you to share with the identity checker that requires this information.
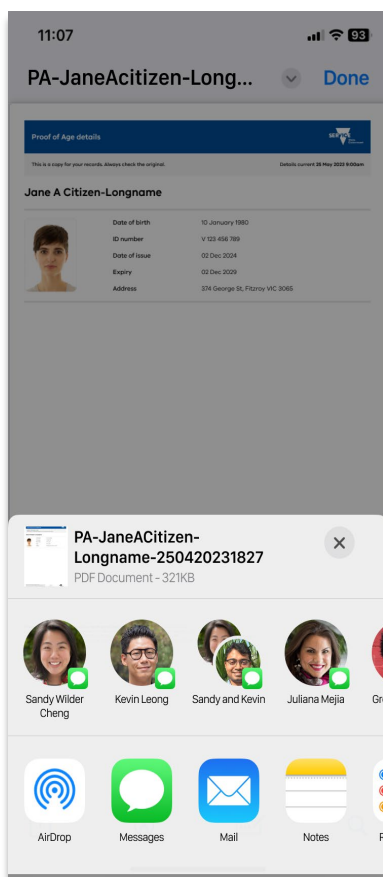
▲ Native device 'share tray' (iOS)
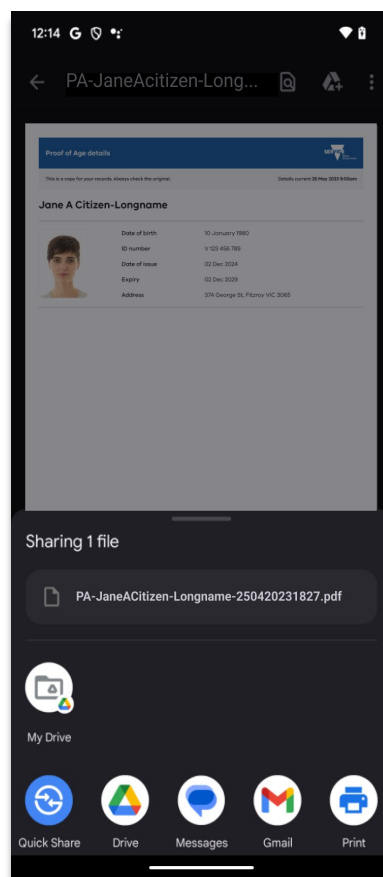
▲ Native device 'share tray' (Android)

If you receive an error message

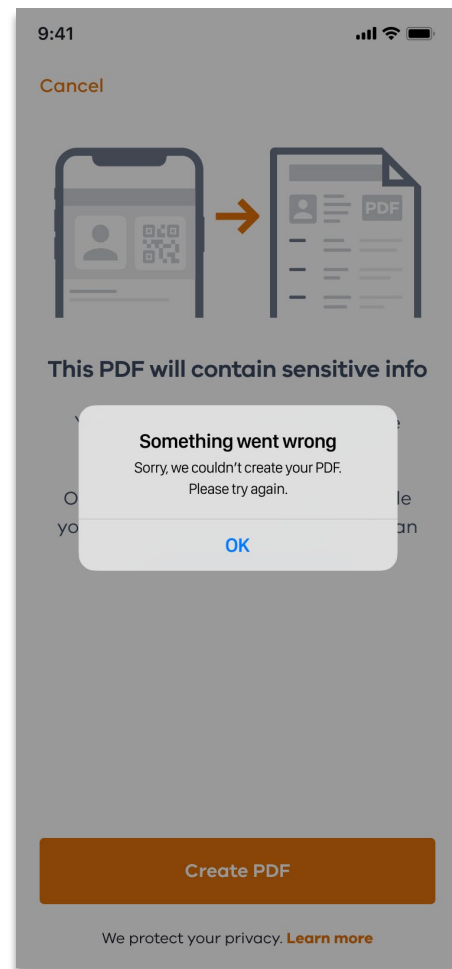If a PDF couldn't be created, there is a network issue. Check you are connected to the internet and try again.

If there is a network error you will receive this message:

'Something went wrong. Sorry we couldn't create your PDF, please try again' – tap 'OK' and try again.

▲ Create PDF: error message (iOS / Apple example)

The PDF extract of a digital birth certificate

Extract of digital birth certificate

BIRTHS DEATHS AND MARRIAGES VICTORIA

This is a copy for your records. Always check the original.

Document generated **25 May 2023 9:00am**

Jane A CITIZEN-LONGNAME

Date of birth	10 January 198
Sex	Female
Date of registration	25 May 2020
Place of birth	Royal Womens Hospital, Carlton

Current name details

Family name	CITIZEN-LONGNAME
Given name	Jane
Other given name(s)	Anne

FATHER

Family name	CITIZEN-LONGNAME
Family name at birth	Smith
Given name	John
Other given name(s)	WIlliam

MOTHER

Family name	CITIZEN-LONGNAME
Family name at birth	Smith
Given name	Mary
Other given name(s)	Elizabeth

This is not a legal birth certificate. For information on sharing and verifying PDF copies of Service Victoria digital ID docs, visit www.service.vic.gov.au/sharing-a-PDF

SERVICE State Government

Date and time document was generated on your device

External link to the Service Victoria website help section:
www.service.vic.gov.au/sharing-a-pdf

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Frequently Asked Questions

1. What is a digital credential?

A digital birth certificate credential is a secure, digital version of a birth certificate you have added for your child that can be stored and accessed on a mobile device, within the Service Victoria mobile app.

2. What is sharing copy/evidence of a digital credential?

You can share a PDF as copy/evidence of your identity for policy or regulatory purposes and if the identity is required to be stored. The example provided in this guide is for sharing an extract of the digital birth certificate as a PDF.

3. What do I need to share a PDF?

To share a copy of a credential as a PDF, you must have added your digital credential to the Service Victoria wallet. e.g., digital birth certificate, and have verified your identity to the respective level of assurance (LOA2 for digital birth certificate), provided other relevant birth certificate information and have been verified by the data-holding agency. In this case, Births, Deaths and Marriages.

4. How do I create a PDF copy of a digital birth certificate?

- Have a Service Victoria account
- Login / create an account
- Add a digital birth certificate on behalf of your child (5 years and under) which includes:
    - Verify your identity to a level of assurance 2 & providing relevant child and Parent birth information.
    - Navigate to the SV mobile wallet section
    - Tap on Digital birth certificate
    - Tap on children's birth certificate digital token
    - This opens the 'view details' screen
    - Navigate to the menu icon > top right hand of view details screen
    - Tap on menu
    - Tap on 'Create PDF'
    - This will generate the PDF.
    - Tap 'share' native device icons (iOS/Android) and select the native communication channel – e.g., mail, SMS and the mobile app will generate the PDF.

5. Why do I need to create a PDF?

There is no requirement for Victorians to create a PDF. This capability is to assist Victorians if they are required to share evidence of a digital credential – such as identity, birth information to enrol their child in kindergarten – and the organisation is required to store this information for identity, policy and regulatory reasons.

6. What if I can't confirm my identity online?

You must verify your identity and ensure any additional information provided to Births, Deaths and Marriages is up to date.

6. Do I need to have a Service Vic account?

Yes. You can login or create an account with Service Victoria, via the mobile app or via desktop: service.vic.gov.au/account-registration

7. Is my PDF secure?

When creating your PDF, your data that is stored on your mobile device, is then created as a PDF, which is safe and secure. When you tap the '**share**' button, the PDF will be sent from the device, so we advise you to be careful who you share the PDF of information with:

'Only share this document with people you trust. Anyone who has this PDF can store and share your details.'

> ⓘ Only share this document with people you trust. Anyone who has this PDF can store and share your details.

Once the document has been created and shared with a business (kindergarten – in this instance) the information has left your device. By tapping '**Create PDF**' you are consenting to release of the data stored on your mobile device – as a PDF.

8. Is my PDF private?

When creating your PDF, it is private. If it is created but not shared, it will be saved locally to your native device storage system. If you share the PDF, the personal identifiable information has left your device. Hence why we advise:

'Only share this document with people you trust. Anyone who has this PDF can store and share your details.'

9. Where is the PDF accepted?

Currently, only participating kindergartens will accept evidence of a birth certificate. In future, we will be partnering with agencies to roll out this capability, for pertinent uses.

Note: The digital birth certificate is not a legal form identity for purposes other than the kinder trial.

10. Am I able to share all my digital credentials?

The digital birth certificate is the only digital credential that can be shared presently. Service Victoria will be working with partner agencies to roll out this capability, for pertinent uses. (As above).

11. What information is on the evidence of a digital credential PDF?

If you select the *'**certificate**'* tab, this will present information pertaining to the child's birth certificate, such as:

- Child's name
- Date of birth
- Sex
- Date of registration
- Registration number (removed from the PDF for security and privacy reasons)
- Child's place of birth
- Certificate name (child)
- Child details
- Parent details
- Registration details
- Informants/Parents (person who provides details needed to register the birth)
- Certificate history (if applicable)
- Digital certificate number (newly generated DBC number – different from paper certificate number) (removed from the PDF for security and privacy reasons)
- Birth Registrar statement, Digital seal, registrar signature (all digital birth certificates) – see below:
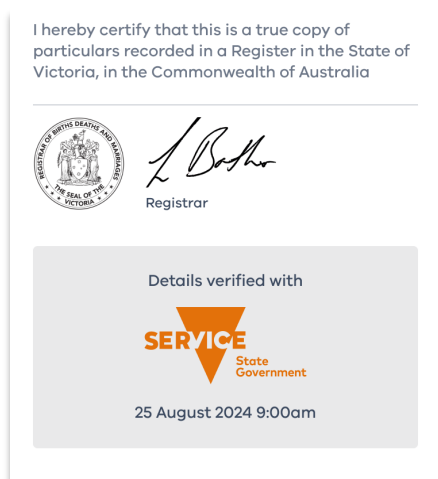
Please note: there will be varying levels of personal certificate information on each digital birth certificate, dependent on any:

- Changes of name
- Multiple births
- Siblings
- Deceased parents
- Null / supressed data
- Birth statuses (endorsements)
- No history recorded
- Relationship of parents.

If you select the *'**identity**'* tab, the following information will be displayed on the PDF:

- Name
- Date of birth
- (Registration number is removed for security and privacy reasons)

13. Is the evidence of a digital birth certificate PDF a legal document?

No. The PDF is an extract of your data that is housed on your mobile device, on the digital credential.

14. Who will store my PDF?

Businesses and agencies that are required to store your identity. Only share this document with people you trust. Anyone who has this PDF can store and share your details. For this particular use case – it will be kindergartens in the participating local council trial areas.

15. Do you, or does Government store my PDF?

No. The data is stored locally on your mobile device, within your digital credentials. Which is protected by your email address and password, native 6-digit PIN and Service Victoria 6-digit PIN.

Once the PDF is generated and sent as an e-mail or SMS, the PDF is not secure. Only share this document with people you trust. Anyone who has this PDF can store and share your details.

16. How long do the details stay current once create on the PDF? (information for both customers and businesses checking PDF)

The details generated on the PDF are a **'point in time'** creation. In the top right of the document (below the PDF header / agency logo) you will see,
***'Details current 10 February 2025 10:23am'* (example).**

This is an indicator of when the details were created on the PDF from the data on the digital birth certificate holders' digital card. The PDF does not get updated when the user selects the printable copy sharing bundle, which means it could be a date/time that is not recent.

Should you feel that the **'Certificate'** or **'Identity'** PDF information provided is out-of-date / too far back in time, you can instruct the digital birth certificate holder to re-create the PDF, and this will generate a new date and time – at the point of creation - for record keeping purposes.

If you have any further concerns, please verify the information in the PDF against their digital birth certificate in their mobile app, by scanning their digital birth certificate QR code (Refer to Troubleshooting FAQ #3).